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EXAM OBJECTIVES TRACKING FOR MCSE CERTIFICATION EXAM # 70-210:

INSTALLING, CONFIGURING, AND ADMINISTERING

MICROSOFT WINDOWS 2000 PROFESSIONAL

Installing Windows 2000 Professional

Objective	Chapter: Section
Perform an attended installation of Windows 2000 Professional	Chapter 2: Planning the Installation, Beginning the Windows 2000 Professional Installation, Windows 2000 Professional Setup: Step by Step
Perform an unattended installation of Windows 2000 Professional ♦ Install Windows 2000 Professional by using Windows 2000 Server Remote Installation Services (RIS) ♦ Install Windows 2000 Professional by using the System Preparation Tool ♦ Create unattended answer files by using Setup Manager to automate the installation of Windows 2000 Professional	Chapter 2: Unattended Installations, Alternate Automation Options, Creating the UDF
Upgrade from a previous version of Windows to Windows 2000 Professional ♦ Apply update packs to installed software applications ♦ Prepare a computer to meet upgrade requirements	Chapter 1: Windows 2000 Professional Hardware Requirements Chapter 2: Upgrading versus Installing Chapter 16: Applying Service Pack Updates
Deploy service packs	Chapter 16: Applying Service Pack Updates
Troubleshoot failed installations	Chapter 16: Troubleshooting Installation Problems

Implementing and Conducting Administration of Resources

Objective	Chapter: Section
Monitor, manage, and troubleshoot access to files and folders ♦ Configure, manage, and troubleshoot file compression ♦ Control access to files and folders by using permissions ♦ Optimize access to files and folders	Chapter 4: File System Object Level Properties, Managing NTFS Permissions, Managing Shared Folders, Troubleshooting Access Problems
Manage and troubleshoot access to shared folders ♦ Create and remove shared folders ♦ Control access to shared folders by using permissions ♦ Manage and troubleshoot Web server resources	Chapter 4: Managing Shared Folders, Troubleshooting Permissions Problems Chapter 9: Peer Web Services

Objective	Chapter: Section
Connect to local and network print devices ♦ Manage printers and print jobs ♦ Control access to printers by using permissions ♦ Connect to an Internet printer ♦ Connect to a local print device	Chapter 10: Printing Across the Network, Creating a Local Printer, Connecting to a Remote Printer, Installing and Managing Printers, Managing Print Jobs, Managing the Printer Server, Security Tab, Printers and the Web
Configure and manage file systems ♦ Convert from one file system to another file system ♦ Configure file systems by using NTFS, FAT32, or FAT	Chapter 4: File Storage Basics, File Systems, File System Object Level Controls

Implementing, Managing, and Troubleshooting Hardware Devices and Drivers

Objective	Chapter: Section
Implement, manage, and troubleshoot disk devices ♦ Install, configure, and manage DVD and CD-ROM devices ♦ Monitor and configure disks ♦ Monitor, configure, and troubleshoot volumes ♦ Monitor and configure removable media, such as tape devices	Chapter 3: Add/Remove Hardware, Sounds and Multimedia, Installing Hardware Chapter 4: Disk Management Actions, Drive Configurations Chapter 11: Performance Monitor, Disk Bottlenecks Chapter 16: Computer Management, Troubleshooting Disk Problems
Implement, manage, and troubleshoot display devices ♦ Configure multiple-display support ♦ Install, configure, and troubleshoot a video adapter	Chapter 3: Add/Remove Hardware, Display, Video
Implement, manage, and troubleshoot mobile computer hardware ♦ Configure Advanced Power Management (APM) ♦ Configure and manage card services	Chapter 3: Installing Hardware, Add/Remove Hardware, Hardware Profiles, Power Options, PCMCIA or PC Cards

Objective	Chapter: Section
Implement, manage, and troubleshoot input and output (I/O) devices ♦ Monitor, configure, and troubleshoot I/O devices, such as printers, scanners, multimedia devices, mouse, keyboard, and smart card reader ♦ Monitor, configure, and troubleshoot multimedia hardware, such as cameras ♦ Install, configure, and manage modems ♦ Install, configure, and manage Infrared Data Association (IrDA) devices ♦ Install, configure, and manage wireless devices ♦ Install, configure, and manage USB devices	Chapter 3: Installing Hardware, Add/Remove Hardware, Fax, Game Controllers, Keyboard and Mouse, Printers, Scanners and Cameras, Sounds and Multimedia, Modems, Installing RAS Hardware, Phone and Modem Options Chapter 10: Troubleshooting Printing Problems Chapter 11: Performance Monitor Chapter 16: Computer Management
Update drivers	Chapter 3: Installing Hardware, Add/Remove Hardware
Monitor and configure multiple processing units	Chapter 1: Microsoft Network Family, Multithreading Chapter 2: Planning the Installation Chapter 11: Performance Monitor, Processor Bottlenecks
Install, configure, and troubleshoot network adapters	Chapter 3: Installing Hardware, Add/Remove Hardware Chapter 7: Networking Under Windows 2000

Monitoring and Optimizing System Performance and Reliability

Objective	Chapter: Section
Manage and troubleshoot driver signing	Chapter 3: System
Configure, manage, and troubleshoot the Task Scheduler	Chapter 3: The Windows 2000 Task Manager
Manage and troubleshoot the use and synchronization of offline files	Chapter 9: Using Offline Files
Optimize and troubleshoot performance of the Windows 2000 Professional desktop ♦ Optimize and troubleshoot memory performance ♦ Optimize and troubleshoot processor utilization ♦ Optimize and troubleshoot disk performance ♦ Optimize and troubleshoot network performance ♦ Optimize and troubleshoot application performance	Chapter 11: Task Manager, Performance Monitor, Performance Options for Windows 2000, Memory Bottlenecks, Disk Bottlenecks, Eight Ways to Improve Windows 2000 Performance Chapter 12: Windows 2000 Application Support

Objective	Chapter: Section
Manage hardware profiles	Chapter 3: Hardware Profiles
Recover systems and user data ♦ Recover systems and user data by using Windows Backup ♦ Troubleshoot system restoration by using Safe Mode ♦ Recover systems and user data by using the Recovery Console	Chapter 14: Troubleshooting and Advanced Startup Options Chapter 15: Recovery Console, Data Backup, Microsoft Backup Utility

Configuring and Troubleshooting the Desktop Environment

Objective	Chapter: Section
Configure and manage user profiles	Chapter 5: Users, User Profiles
Configure support for multiple languages or multiple locations ♦ Enable multiple-language support ♦ Configure multiple-language support for users ♦ Configure local settings ♦ Configure Windows 2000 Professional for multiple locations	Chapter 3: Regional Settings Chapter 9: Phone and Modem Options
Install applications by using Windows Installer packages.	Chapter 15: Application Installation and Repair
Configure and troubleshoot desktop settings	Chapter 3: The Control Panel
Configure and troubleshoot fax support	Chapter 3: Fax
Configure and troubleshoot accessibility services	Chapter 3: Accessibility Options

Implementing, Managing, and Troubleshooting Network Protocols and Services

Objective	Chapter: Section
Configure and troubleshoot the TCP/IP protocol	Chapter 7: TCP/IP, TCP/IP Architecture, TCP/IP Configuration
Connect to computers by using dial-up networking ♦ Connect to computers by using a virtual private network (VPN) connection ♦ Create a dial-up connection to connect to a remote access server ♦ Connect to the Internet by using dial-up networking ♦ Configure and troubleshoot Internet Connection Sharing	Chapter 9: Remote Access Service, Dial-up to Private Network, Point-to-Point Tunneling Protocol, Layer Two Tunneling Protocol, Connect to a Private Network Through the Internet, Dial-up to the Internet
Connect to shared resources on a Microsoft network	Chapter 7: Server Service Chapter 9: Remote Access Service

Implementing, Monitoring, and Troubleshooting Security

Objective	Chapter: Section
Encrypt data on a hard disk by using Encrypting File System (EFS)	Chapter 6: Encrypting File System (EFS)
Implement, configure, manage, and trouble-shoot local Group Policy	Chapter 5: Local Security Policy Chapter 6: Windows 2000 Security and Access Controls
Implement, configure, manage, and trouble-shoot local user accounts ♦ Implement, configure, manage, and troubleshoot auditing ♦ Implement, configure, manage, and troubleshoot account settings ♦ Implement, configure, manage, and troubleshoot account policy ♦ Create and manage local users and groups ♦ Implement, configure, manage, and troubleshoot user rights	Chapter 5: Windows 2000 Professional User Accounts, Managing User Accounts, Audit Policies, Local Security Policy, Local Users and Groups MMC Snap-in Chapter 6: Auditing, Windows 2000 Security and Access Controls
Implement, configure, manage, and trouble-shoot local user authentication ♦ Configure and troubleshoot local user accounts ♦ Configure and troubleshoot domain user accounts	Chapter 5: Logging On to Windows 2000 Professional, Windows 2000 Professional User Accounts, Managing User Accounts Chapter 6: Logon Authentication, Customizing the Logon Process
Implement, configure, manage, and trouble-shoot a security configuration	Chapter 5: Local Security Policy Chapter 6: Windows 2000 Security and Access Controls